

## ATTENDANT CARE

### Service Description

H007-BW

A service that provides a qualified individual to supply needed services in order for an individual to remain in his/her home and/or participate in work/community activities.

### Service Requirements and Limitations

1. This service may only be provided in the following settings:
  - 1.1 In the Division member's home (unlicensed).
  - 1.2 In a state-supported direct state contracted developmental home (i.e. where the licensee contracts directly with the Division, not a qualified vendor) when there is a specific issue, problem, or concern that is believed to be temporary or short-term and approved by the Division's Assistant Director.
  - 1.3 In the member's community:
    - 1.3.1 While accompanying the member, or
    - 1.3.2 While shopping or picking up medications.
2. This service shall not be provided in a provider's residence unless the residence is also the home of the member receiving the service.
3. This service shall not supplant the care provided by the member's natural supports for children under the age of eighteen (18) years of age.
4. This service shall not be provided while the member is attending day treatment and training and/or employment services.
5. Within the same day, this service shall not be provided in conjunction with Homemaker services without special approval by the member's Support Coordinator.
6. This service shall not be provided when the member is hospitalized or otherwise receiving institutional services, except prior to discharge to ensure the member's home environment allow the consumer to return to a safe and sanitary environment.
7. This service shall not be provided to members living in group homes, vendor supported developmental homes (child or adult), skilled nursing facilities, non-state operated Intermediate Care Facilities (ICFs/MR), or Level I or Level II behavioral health facilities.

87. ~~Homemaker~~Housekeeping tasks may include cleaning, shopping, and laundry as identified on the member's planning document [e.g., Individual Support Plan ("ISP")]~~are to be performed only for the consumer's areas of the home or common areas of the home used by the consumer.~~
98. ~~The responsible person~~consumer or family is expected to provide all necessary housekeeping/homemaker and personal care supplies.
109. The ~~responsible person~~consumer or family is ~~responsible~~expected to provide money for supplies and food in advance of the purchase if the ~~attendant direct service provider will be is expected to~~ shopping for food, and household supplies, and/or medications.
10. ~~The Qualified Vendor must be aware of any familial relationship that direct service providers have to any consumers. They must be able to identify the following relationships to consumers: spouses; family members who reside with a consumer; family member who does not reside with the consumer.~~
11. ~~—If a member~~consumer elects to have who utilizes their his or her spouse provide this service, the member shall comply with all applicable requirements including but not limited to the following: limitations shall apply:
- 11.1 ~~The member shall not receive more than 40 hours of this service in a week; and/or~~
- 11.2 ~~The member shall not receive No similar or like services, such as Homemaker as a direct service provider may not receive more than 40 (forty) hours of attendant care service in a week.~~
- 11.3 The requirements imposed by A.A.C. R9-28-506.
12. ~~This service shall be supervised and monitored. When the service is provided by a Qualified Vendor, it is the responsibility of the Qualified Vendor to conduct the supervision and monitoring. When the service is provided by an Individual Independent Provider, it is the responsibility of t~~The member's planning team (e.g., Individual Support Plan (ISP) team) to shall decide, prior to the delivery of services, who will conduct the who and how service delivery will be supervision and monitoring. The minimum requirements of the Arizona Health Care Cost Containment System Minimum ("AHCCCS") requirements are:
- 12.1 Conduct a~~At least one (1)~~ personal on-site supervisory visit for each direct ~~service~~care staff ~~must be made by the Qualified Vendor~~ within the first ninety (90)~~(ninety)~~ days of their hire date, and annually thereafter, and when the direct ~~service~~care staff is working and physically present in the member's home. Additional supervisory visits might be warranted.
- 12.2 Conduct a~~An initial~~ supervisory monitoring visit ~~is made~~ to speak with the ~~member~~consumer/ or their member's representative regarding the quality of care, delivery of services, and education of the ~~member~~consumer/ or their member's

representative about the need to call the Qualified Vendor/-Individual Independent Provider if concerns develop between supervisory and/or Support Coordinator visits. ~~This visit can be combined with the visit described above.~~ This visit must be initiated not more than five (5) days from initial provision of the service by the Qualified Vendor/-Individual Independent Provider. A follow-up site visit is required at the thirtieth -(30<sup>th</sup>)-(thirty) days. A visit at the sixtieth (60<sup>th</sup>)-(sixty) day visit is required if issues are identified; otherwise these ongoing visits occur at least should be made every ninety (90-(ninety) days thereafter.

12.3 The completion of a supervisory visit may occur in conjunction with the monitoring visit.

13. The AHCCCS Agency with Choice Member-Directed Service Delivery Model/Option.

13.1 The Qualified Vendor shall identify in the Division's Qualified Vendor Application and Directory System ("QVADS") whether it is participating in the AHCCCS Agency with Choice member-directed service delivery model (see the AHCCCS website located at [www.azahcccs.gov](http://www.azahcccs.gov) for additional information regarding the AHCCCS Agency with Choice member-directed service delivery model/option).

13.2 The Qualified Vendor accepting a service authorization for Attendant Care for a member who has chosen to participate in the AHCCCS Agency with Choice member-directed service delivery option shall participate in the AHCCCS Agency with Choice member-directed service delivery model, shall agree to comply with all AHCCCS rules and policies regarding the Agency with Choice member-directed service delivery model, and shall implement the member's planning document.

13.3 The Qualified Vendor shall comply with the AHCCCS Agency with Choice member-directed service delivery model requirements and ensure that the direct service staff providing Attendant Care is not the member's individual representative as defined by the AHCCCS Agency with Choice member-directed service delivery model.

13.4 A member participating in the AHCCCS Agency with Choice member-directed service delivery option may request a change in vendors at any time without having to express any reason for the change, notwithstanding Arizona Administrative Code ("A.A.C.") R6-6-2109(B), (C), and (D).

13.5 The Qualified Vendor that has chosen to participate in the AHCCCS Agency with Choice member-directed service delivery model may be required to provide additional training for the member and/or member's representative regarding the ~~co-employment relationship~~ partnership as assessed and authorized by the Division. If this is required, the Qualified Vendor shall bill a unique service code as identified by the Division.

13.6 The Qualified Vendor that has chosen to participate in the AHCCCS Agency with Choice member-directed service delivery model may be required to provide additional

training for the direct service staff outside of the scope of the required/standard training [i.e., Cardiopulmonary Resuscitation (“CPR”), First Aid, Article 9 (Managing Inappropriate Behaviors), Direct Care Worker, etc.] and in order to meet the unique needs of the member as assessed and authorized by the Division. If this is required, the Qualified Vendor shall bill a unique service code as identified by the Division.

## Service Goals and Objectives

### Service Goals

1. To assist the ~~member~~~~consumer~~ to attain or maintain safe and sanitary living conditions and/or maintain personal cleanliness and activities of daily living.
2. To assist the ~~member~~~~consumer~~ to remain in his/her home and/or participate in community activities.

### Service Objectives

The Qualified Vendor shall ensure that the following objectives are met:

1. Implement the ~~member’s planning document~~~~general plan of care~~ based on the ~~ISP-approved Attendant Care Assessment~~~~Division’s assessment, which may include, but is not limited to:-~~
2. ~~Provide assistance to maintain personal cleanliness and in activities of daily living that do not require medical supervision or intervention. Tasks may include but are not limited to:-~~
  - 1.1 ~~2.9~~ Meal preparation and clean-up (e.g., meal planning, food preparation, cooking, storing food, cleaning the dishes);
  - 1.2 ~~2.9~~ Eating and assistance with eating (e.g., prompts to eat slowly, proper positioning while eating, monitoring for choking);
  - 1.3 ~~2.4~~ Bathing (e.g., transferring into the tub or shower, adjusting water temperature for safety, monitoring for drowning risk, use of assistive devices);
  - 1.4 ~~2.5~~ Dressing and grooming (e.g., ~~2.2~~ oral hygiene, nail care, shaving, hair styling, putting on assistive devices) ~~2.4~~ Bowel and bladder care;
  - 1.5 ~~2.3~~ Toileting (e.g., ~~2.4~~ bowel and bladder care) ~~2.5~~ Dressing;
  - 1.6 ~~2.6~~ Shampooing;
  - 1.7 ~~2.7~~ Transferring ~~2.7~~ Ambulation;

1.8 Housekeeping/homemaker and cleaning~~2.8 Transfer to and from wheelchair and/or bed;~~

1.9 Laundry~~2.9 Eating and meal preparation;~~

1.10 Shopping~~2.10 Routine nail and skin care;~~

1.11 Attending to certified service animal needs~~2.11 Tasks necessary for comfort and safety of movement restricted consumers;~~

1.12 Supervision, including behavior intervention techniques or other skills -as identified on the member's planning document;  
and

~~2.12 Assisting with special appliances and/or prosthetic devices.~~

~~3. Provide assistance by planning, shopping, storing, and cooking food for nutritional meals.~~

1.13 4.—Assisting consumerthe member in following his or her routine as determined by the priorities as identified on the member's planning documentto participate in the community and in activities of daily living (e.g., churchparticipating in religious activities,shopping,paying bills etc.);

1.14 5.—Assisting in providing appropriate attention to injury and illness;

1.15 Mmaintaining skin integrity including the provision of first aid (i.e., prevention of pressure sores);

1.16 Referring for appropriate action all memberseconsumers who present additional medical or social problems during the course of the service delivery;

1.17 6.—Assisting with self-administration of medication(s) or medication reminders;

1.18 7. Provide Assistance to attain or maintain safe and sanitary living conditions as indicated in the member's planning document; and. Tasks may include but are not limited to:

7.1—Dusting;

7.2 Cleaning floors, bathrooms, household appliances, and windows (if necessary for safe or sanitary living conditions);

7.3 Cleaning kitchen, washing dishes, routine maintenance and cleaning of household appliances (cost of repairs are not the responsibility of the attendant care provider);

~~7.4 Changing linens and making bed;~~

~~7.5 Washing, drying and folding the consumer's laundry (ironing only if necessary);~~

~~7.6 Shopping for and storing household supplies and medicines for the consumer;~~

~~7.7 Taking garbage out; and~~

~~7.8 Other duties as determined appropriate and necessary by the consumer's ISP team.~~

1.19 ~~8.~~—In unusual circumstances, the following tasks may be performed:

1.19.1 ~~8.1~~—To attain safe living conditions:

1.19.1.1 ~~8.1.1~~—Heavy cleaning, such as washing walls or ceilings, and

1.19.1.2 ~~8.1.2~~—Yard work, such as cleaning the yard and hauling away debris.

1.19.2 ~~8.2~~—To assist the ~~member~~consumer in obtaining and/or caring for basic material needs for water, heating, and food.

### Service Utilization Information

1. Using the assessment and plan development processes, ~~the member's~~ needs are assessed by the ~~planning~~ISP team based upon what is normally expected to be performed by a ~~member~~consumer and/or his/her natural supports. Consideration should be made to age-appropriate expectations of the ~~member~~consumer and his/her natural supports (what can reasonably be expected of each member based on his/her age). This service shall not supplant the care provided by the ~~member~~consumer's natural supports.

1.1 ~~2.~~ The assessment is documented in the ~~Attendant Care Agreement~~Division's assessment tools.

2. This service is not intended to be used for the sole purpose of transportation but may be used to provide incidental transportation necessary to support the member's program activities.

### Rate Basis

1. Published. The published rate is based on one (1) hour of direct service.
2. In no event will more than three (3) ~~member~~consumers receive this service with a single direct service staff person at the same time.

3. Throughout the term of the contract, the appropriate billing codes, billing units, and associated billing rules are subject to change. All billing codes and billing units, and associated billing rules will be included in the Division's Policies and Procedures Manual, Billing Manual, *RateBook*, and/or other provider resources made available by the Division.

### **Direct Service Staff Qualifications**

1. Direct service staff shall have the ability to provide assistance to a ~~member~~consumer to meet essential personal, physical, and homemaking needs. This ability includes social, physical, emotional fitness, and the ability to communicate with the ~~member~~consumer as necessary. The Division may request documentation to substantiate the direct service staff person's capabilities to perform the service.
2. Direct service staff shall not be the member's individual representative (as defined by the AHCCCS Agency with Choice member-directed service delivery model) when the member chooses the AHCCCS Agency with Choice member-directed service delivery option.

### **Direct Service Training Requirements**

~~See Section 5.3.5—Direct Service Training Requirements.~~

1. The Qualified Vendor shall ensure that direct service staff comply with the standards and requirements set forth in Section 5.3 in *Service Requirements/Scope of Work* of the Qualified Vendor Agreement before providing direct services alone with members.
2. AHCCCS Direct Care Worker Training and Testing. The Qualified Vendor shall ensure that direct service staff comply with the AHCCCS training and testing requirements for Direct Care Services provided by Direct Care Workers ("DCW") in accordance with AHCCCS policy and the AHCCCS Contractor Operations Manual ("ACOM") (see <http://azahcccs.gov/dcw>). The services provided by Direct Care Workers are collectively known as Direct Care Services. A Direct Care Worker (DCW) is a person who assists a member with activities necessary to allow him or her to reside in their home.
  - 2.1 A caregiver who is a Registered Nurse, Licensed Practical Nurse, or Certified Nursing Assistant per Arizona Revised Statutes ("A.R.S.") Title 32, Chapter 15, is exempt from the DCW training and testing requirements.
  - 2.2 A DCW with an initial hire date prior to October 1, 2012, is deemed to meet the training and testing requirements with the Qualified Vendor by whom they are currently employed. However, if the DCW becomes employed with another agency on or after October 1, 2012, they shall meet the training and testing requirements contained within the AHCCCS policy. All DCWs with an initial hire date on or after October 1, 2012, must meet the DCW training and testing requirements contained within the AHCCCS policy.



2.3 The DCW shall meet the training, testing, and continuing education requirements as per AHCCCS policy and the ACOM, Chapter 429, Direct Care Worker Training and Testing Program.

2.3.1 To meet the AHCCCS training and testing requirements for DCWs, the Qualified Vendor shall:

2.3.1.1 Register with AHCCCS to become an Approved Program to provide the testing and training to its employees,

2.3.1.2 Enter into a direct contracting relationship with an AHCCCS Approved Testing and Training Program which has an AHCCCS Provider Identification Number to provide the testing and training to its employees, or

2.3.1.3 Enter into a direct contracting agreement with a Private Vocational Program (an AHCCCS Approved Program that does not have an AHCCCS Provider Identification Number or a subsidiary of a Direct Care Service agency).

2.3.1.4 Meet all applicable requirements specified in the AHCCCS Medical Policy Manual (“AMPM”) and all requirements included in the AHCCCS Provider Participation Agreement.

2.4 The Qualified Vendor shall be responsible for assuring that the DCW is in compliance with the AHCCCS policy for Direct Care Services.

2.5 The Qualified Vendor shall comply with recommendations and requirements resulting from the routine monitoring and supervision of the DCW to ensure competence in the direct care service being provided. The monitoring and supervision may also provide assistance with any adjustment issues between the member and the DCW.

### **Recordkeeping and Reporting Requirements**

1. The Qualified Vendor shall maintain a copy of the ~~Attendant Care Agreement~~ Division’s assessment on file and make it available to the ~~member/consumer/family/member/consumer~~’s representative and/or Division upon request.
2. The Qualified Vendor ~~shall~~must adhere to the requirements of “non-provision of service” as required by Division policy (see Section 5.2.6 in Service Requirements/Scope of Work of the Qualified Vendor Agreement).-
3. The Qualified Vendor ~~shall~~must maintain daily records on file as proof of the number of hours worked by ~~each~~their direct service staff providing direct service to members, e.g., staff time sheets.



3.1 Each time sheet, equivalent document, or data system must contain the original signature or other independent verification (that complies with A.R.S. § 41-132) of the member/consumer/family/member/consumer's representative after service delivery as confirming-of the hours worked/served. Proof of hours worked must be signed or verified by the member/member's representative before the Qualified Vendor submits the claim for payment.

In addition, the Qualified Vendor's billing document must identify any familial relationships between direct service provider and consumer served.

4. The Qualified Vendor shall maintain data that demonstrates full compliance with all programmatic and contractual requirements of the Department and the Division.
5. The Qualified Vendor ~~shall~~must maintain documentation of any familial relationship that direct service providers have to any ~~member/consumers~~, such as: spouses; family members who reside with a ~~member/consumer~~; family members who do not reside with ~~at the member~~; ~~consumer and whether the direct service staff is the court appointed guardian for the member being served.~~

5.1 The Qualified Vendor's billing document shall identify any familial relationships between a direct service provider and member served.

6. The Qualified Vendor shall maintain documentation of and communication with the member's Support Coordinator regarding any decline, improvement, or continuing maintenance of the member's condition in accordance with the AMPM.

7. For the AHCCCS Direct Care Worker Testing and Training, the Qualified Vendor shall:

7.1 Verify and document the DCW's related educational and work experiences;

7.2 Keep records on continuing education, including hours and topics; and

7.3 Document and maintain in the DCW's personnel file all monitoring and supervision assessments.